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FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267; CE66; AND CE233

NYDIA E. GONZALEZ, Hispanic female, [REDACTED]
[REDACTED]

[REDACTED] was interviewed at her place of employment, American Airlines (AA) Southeastern Reservation Center (SERO), 500 Gredson Drive, Cary, North Carolina 27511, telephone number [REDACTED]. After being advised of the identity of the interviewing Agent and the nature of the interview, GONZALEZ provided the following information:

GONZALEZ is a Reservation Operations Specialist for the AA, employee number [REDACTED]. She has been working for AA for approximately 20 years. The SERO is one of several AA's air travel reservation call centers. Their main reservation center is located in Dallas, Texas. GONZALEZ is a supervisor in charged of monitoring calls and coordinating any emergency calls with their main office as necessary.

On September 11, 2001, on or about 8:20 AM, GONZALEZ was at her desk when she received an emergency signal light on her telephone console. (The emergency signal can be initiated by any AA reservation agent by pressing a button at their desk, whenever they receive a call deemed to be emergency in nature.) The emergency signal light was initiated by WINSTON SADLER, one of the reservation agent on duty, who received a call from a woman identified as BETTY ONG. GONZALEZ monitored the telephone conversation between SADLER and ONG. ONG identified herself as the "number 3" flight attendant (FA) on the AA flight number 11, from Boston to Los Angeles. ONG said that she was sitting on the "jump seat 3R" at the rear of the aircraft, and she advised that somebody got stabbed in business class, onboard the airplane. At that point, GONZALEZ contacted CRAIG MARKEE, the manager on duty at the AA Security Operations Control (SOC) located in Dallas, Texas. GONZALES was coordinating the call with MARKEE while she monitored the conversation between SADLER and ONG. ONG reported that the number 1 and number 5 FA's got stabbed, and that nobody can

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Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

by SA [REDACTED]:pl:egp

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get into the cockpit. GONZALES deduced later in the conversation that the lead FA, number 1, had been seriously stabbed and might be unconscious. The number 1 FA was on oxygen at some point. The number 5 FA was also stabbed, but the injury was not serious. GONZALEZ said that ONG was at the rear of the airplane and did not see the knife weapon. GONZALEZ was relaying the information back to MARKEE as ONG described the situation on the airplane.

GONZALEZ advised that when SADLER pressed the emergency button, the telephone conversation was being recorded automatically on a Rockwell telephone recording device. The recording device is capable of recording only up to 4 minutes. The duration of telephone contact with ONG lasted approximately 23 to 25 minutes. She said that the recorded portion of the conversation was provided to the FBI. The unrecorded portion of the conversation is as follow:

ONG advised that there appeared to be two passengers locked in the cockpit, one of which was assigned to seat 10B, business class, under the name of AL SUGAMI (phonetic). ONG was getting this information from other flight attendants. She did not see the two passengers, and could not provide any physical descriptions of them.

GONZALEZ asked ONG about the condition of all passengers and whether the flight crew made any announcements. ONG said that no announcements were made, and that the passengers in coach class suspect something was going on, but were not aware of the situation. ONG said that the First Class passengers were moved to Coach, and that the Business Class cabin was sprayed with possibly mace. ONG said that it was difficult to breathe, and it was difficult to see what was going on in the Business and First Class. ONG told GONZALEZ that she was informed by other FA's that a passenger by the name of DANIEL LEWIN may have been fatally wounded. GONZALEZ said that LEWIN may have been on sit 9B, but that information is not confirmed.

ONG kept GONZALEZ appraised of the flying condition of the airplane, and that from time to time the airplane was taking rapid descents and flying sideways, erratically. Throughout the call, GONZALEZ did not hear much commotion on the background. There were moments in the conversations where ONG asked for their prayers. GONZALEZ tried to keep the line open and kept

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ONG talking. At one point, ONG started to cry and said "Oh God Oh God, what is going on!" and the call ended. GONZALEZ later saw what happened on the television news coverage of the destruction of the World Trade Center.

On a separate matter, GONZALEZ told the writer about another call on or about 9:30AM, September 11, 2001, by a woman named [redacted] from Eugene, Oregon. This call was received by AA Reservation Agent [redacted] who also pressed the emergency button to notified GONZALEZ. [redacted] reported that [redacted] (last name not reported), flew on AA flight number 2076 from Dallas, Texas (DFW) to Portland, Oregon (PDX) on Sunday, September 9, 2001. Upon returning to his home in Eugene, Oregon, he opened his suitcase and found that all of his belonging, with the exception of his toiletries, were missing inside the suitcase. Instead, he found several plastic bags, fuses, and 3 memos written in Arabic. [redacted] reported that in the memos, she could only read the English words "Millbroke, CT" and "Winsted, CT", and that the memos were dated in July. [redacted] said that her father was certain that the suitcase was his, and that his toiletries were in there. GONZALEZ did not have any additional information regarding the details of the contents of the suitcase or the description of fuses found. On September 11, 2001, she contacted AA Security Managing Director, LARRY [redacted] and reported the incident right after the call.

REQ. #35-13

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